

## **AMENDMENTS TO THE CLAIMS**

This listing of claims will replace all prior versions, and listings, of claims in the application:

### **Listing of Claims:**

1. (currently amended) A method of reporting data related to an event comprising the steps of:  
    matching data elements from multiple systems in an integrated services system, wherein each of said multiple systems has a unique identifier within said integrated services system;  
    categorizing said matched data elements to create standard tables that contain information to be used to monitor and measure provided integrated services; and  
    generating an integrated services report from said standard tables, said generated integrated services report including real time information.
2. (currently amended) A method of reporting data related to information technology services, comprising the steps of:  
    categorizing incidents reported to a service desk, each incident being categorized by a respective host system;  
    using a bridge to map data from other host systems, said mapped data being related to said categorized incidents and financial information;  
    utilizing said mapped data to further categorize and resolve said incidents;  
    generating reports based on said mapped data related to said categorized and/or resolved incidents, said generated report including real time information; and  
    integrating said reports into continuous information technology services improvement programs.
3. (previously presented) The method of reporting data of claim 2, wherein said reports provide information associated with the costs of fixing an information technology services problem related to at least a subset of said reported incidents.

4 – 15 (canceled)

16. (previously presented) The method of reporting of claim 1, wherein said multiple systems are host systems comprising a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system.

17. (previously presented) The method of reporting of claim 16, wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.

18. (previously presented) The method of reporting of claim 1, wherein data from said multiple systems are tied together in a warehousing system.

19. (previously presented) The method of reporting of claim 18, wherein said unique identifier relates different data associated with a specific customer.

20. (previously presented) The method of reporting of claim 18, wherein said warehousing system categorizes said matched data elements.

21. (previously presented) The method of reporting of claim 20, wherein said warehousing system generates said integrated services report, said method further comprising improving said monitored integrated services responsive to said information contained in said standard tables in said generated integrated services report.

22. (currently amended) The method of reporting of claim 31 [[1]], wherein said generated integrated services report includes real time information is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function.

23. (currently amended) The method of reporting of claim 31 [[1]], wherein said generated integrated services report includes near real time information, said near real time information being less than one hour old and comprises data from transactions concluded within the last hour.

24. (previously presented) The method of reporting of claim 2, wherein said host systems comprise a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system.
25. (previously presented) The method of reporting of claim 24, wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.
26. (previously presented) The method of reporting of claim 2, wherein a warehousing system maps said data and further categorizes and resolves said incidents.
27. (previously presented) The method of reporting of claim 26, wherein said warehousing system further relates different data associated with a specific customer.
28. (currently amended) The method of reporting of claim 32 [[26]], wherein said warehousing system generates said reports and said real time information in said reports is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function.
29. (currently amended) The method of reporting of claim 30 [[28]], wherein said warehousing system includes daily real time information in said generated reports, said daily information in said reports being collected, extracted and calculated daily.
30. (currently amended) The method of reporting of claim 28, wherein said warehousing system includes near real time information in said generated reports, said near real time information in said reports being less than one hour old and comprising data from transactions concluded within the last hour.
31. (previously presented) The method of reporting of claim 1, wherein said generated integrated services report provides a measure of an integrated service being provided, expressing levels of

service achieved, key performance indicators, and transaction volumes during a defined period of said event.

32. (currently amended) The method of reporting data of claim 26 [[2]], wherein said reports provide a measure of an integrated service being provided, expressing levels of service achieved, key performance indicators, and transaction volumes during a defined period.